Space & Naval Warfare Systems Command

Installation Logistics and ILS Grooms

INTERIM FLEET LOGISTICS SUPPORT IMPROVEMENT CONFERENCE (Interim FLSIC)
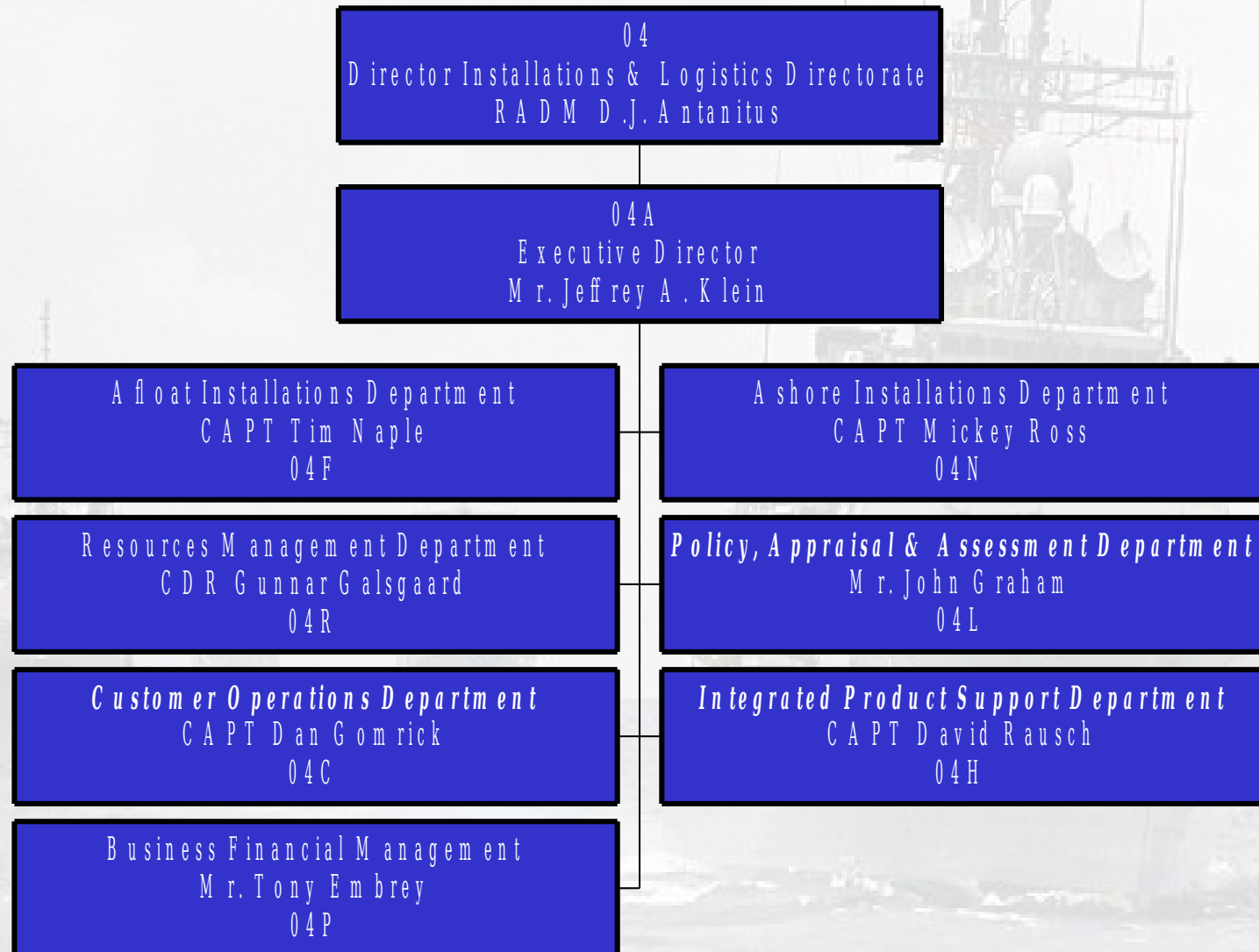### 23 October 2002

SPAWAR

Katy Vickery
SPAWAR 04H-7A
619-524-7257 lela.vickery@navy.mil

SPAWAR 04 Organization

04
Director Installations & Logistics Directorate
RADM D.J. Antanitus

04A
Executive Director
Mr. Jeffrey A. Klein

Afloat Installations Department
CAPT Tim Naple
04F

Ashore Installations Department
CAPT Mickey Ross
04N

Resources Management Department
CDR Gunnar Galsgaard
04R

Policy, Appraisal & Assessment Department
Mr. John Graham
04L

Customer Operations Department
CAPT Dan Gomrick
04C

Integrated Product Support Department
CAPT David Rausch
04H

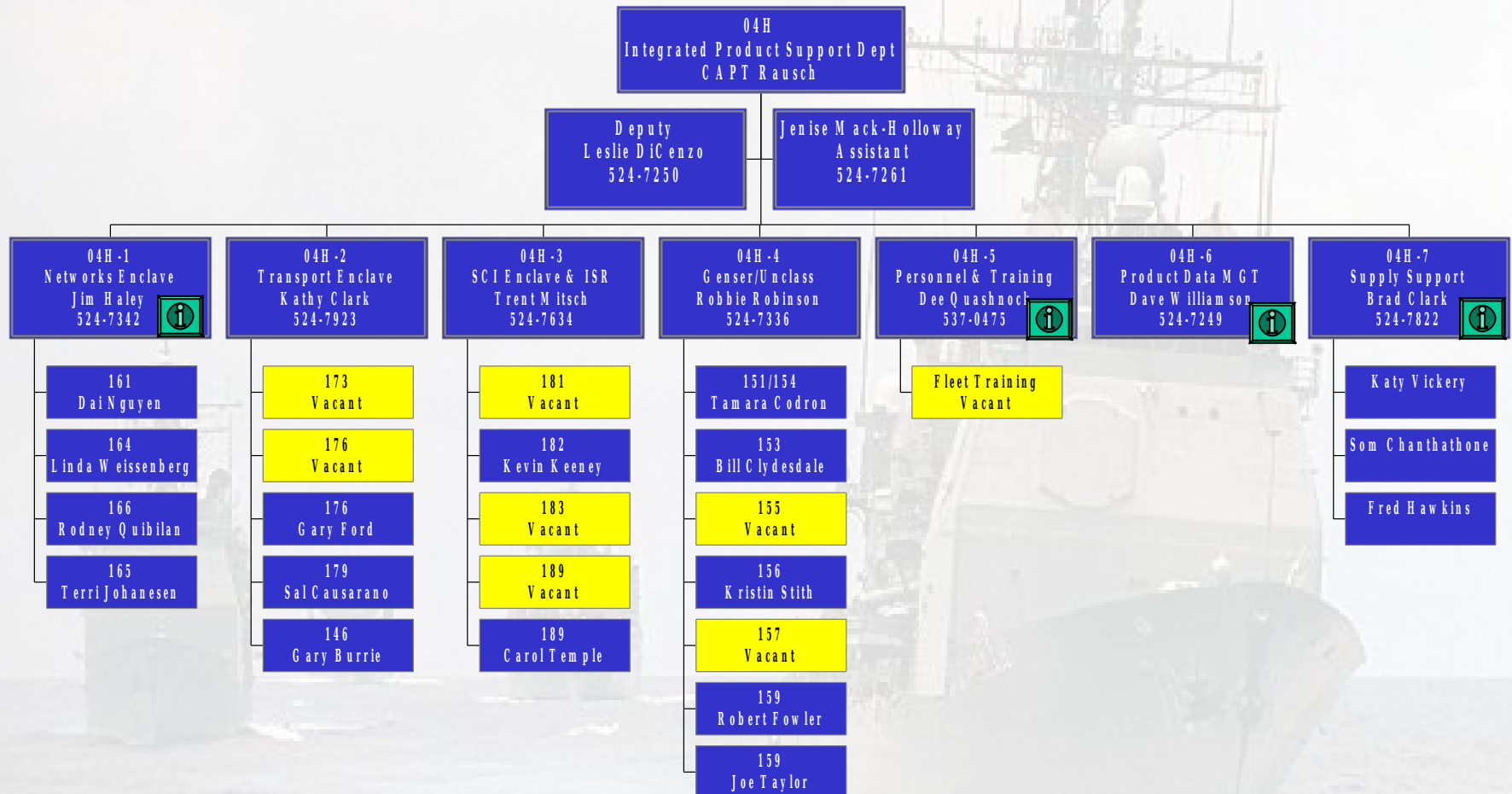Business Financial Management
Mr. Tony Embrey
04P

SPAWAR

*We will develop an integrated corporate process to include…
integrated installations, training, logistics, and sustainment"
-SPAWAR Strategic Plan*

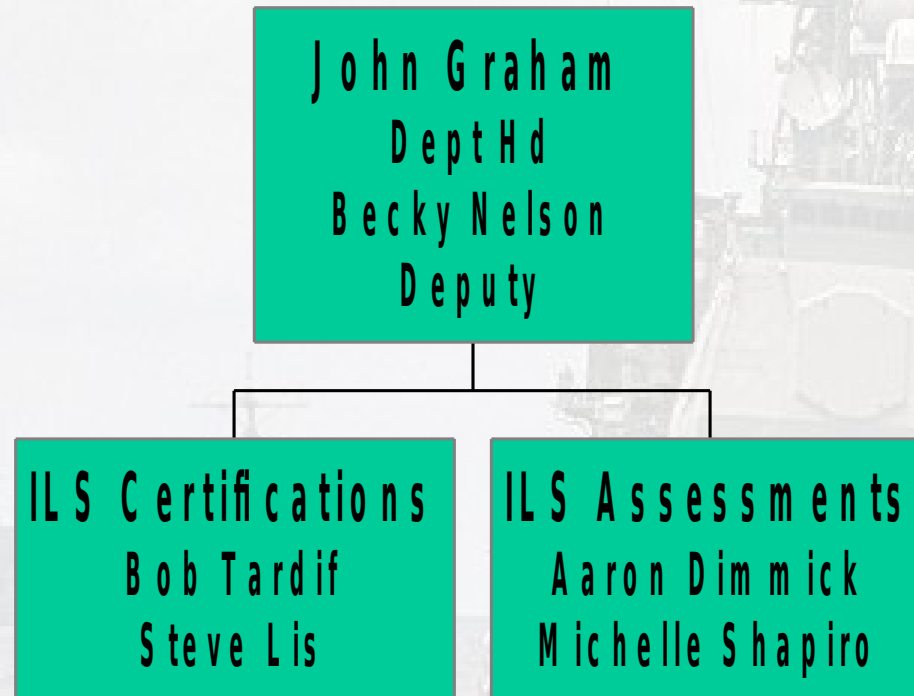# Integrated Product Support Directorate – 04H

- *New Organization – Technically Realigned July 1, 2001*
  - **PMW Logisticians Aligned Under 04H**
- *ILS Across the PMW's & PD's – Pre July 2001*
  - **Stove-piped, Lacked Integration, Duplicative**
- *Single ILS Execution Organization – Facilitate Integration*
  - **Standard ILS Products**
  - **Improve ILS Quality & Processes**
  - **Properly Aligns System Installation with Delivery of ILS**
  - **Uniform Training Requirements for C4ISR Products – IBFT**
- *Agent to Implement Common ILS – IT-21 Block I*
  - **Logistics, Documentation, & Training**

3

Integrated Product Support (04H)

04H
Integrated Product Support Dept
CAPT Rausch

Deputy
Leslie DiCenzo
524-7250

Jenise Mack-Holloway
Assistant
524-7261

04H-1 Networks Enclave Jim Haley 524-7342	04H-2 Transport Enclave Kathy Clark 524-7923	04H-3 SCI Enclave & ISR Trent Mitsch 524-7634	04H-4 Genser/Unclass Robbie Robinson 524-7336	04H-5 Personnel & Training Dee Quashnock 537-0475	04H-6 Product Data MGT Dave Williamson 524-7249	04H-7 Supply Support Brad Clark 524-7822
161 Dai Nguyen	173 Vacant	181 Vacant	151/154 Tamara Codron	Fleet Training Vacant		Katy Vickery
164 Linda Weissenberg	176 Vacant	182 Kevin Keeney	153 Bill Clydesdale			Som Chanthathone
166 Rodney Quibilan	176 Gary Ford	183 Vacant	155 Vacant			Fred Hawkins
165 Terri Johanesen	179 Sal Causarano	189 Vacant	156 Kristin Stith			
	146 Gary Burrie	189 Carol Temple	157 Vacant			
			159 Robert Fowler			
			159 Joe Taylor			

4

04L Organization

John Graham
Dept Hd
Becky Nelson
Deputy

ILS Certifications
Bob Tardif
Steve Lis

ILS Assessments
Aaron Dimmick
Michelle Shapiro

9

Policy, Appraisal & Assessment (04L)

- **04L Department Mission:**
  - **Develop and promulgate SPAWAR Logistics Policy and Procedure**
  - **Represent SPAWAR for logistics matters in Navy/DOD forums**
  - **Assess Logistics Supportability of SPAWAR Programs at key program milestones in the acquisition process**
  - *Certify Integrated Logistics Support (ILS) product packages for Ship Program Manager (SPM) approval prior to installation afloat per Fleet Modernization Program (FMP) policy*

04L Certifications

- **FMP governs afloat installation process**
- **SIDs/SARs/ILS needed in order to install**
- **ILS products summarized on ILS Cert sheet**
  - **CM, Maintenance, Supply Support, Tech Data, Training**
  - **Developed by 04H, ISEA**
- **04L QA prior to forwarding to SPM**
- **SPM validation prior to approval**
  - **Interim approval may be given pending final products**
  - **Waivers may be granted by some TYCOMs**
- **Stricter Policy pending at N43**

04C Organization Chart

SPAWAR

Customer Support and Logistics Assessment
Captain Gomrick
04C

Deputy
CDR Martin
04CA

Customer Operations
DP-346-IV
04C1
recruiting/holding

C/ISEA
Bob Stanzione
04C2

Fleet Systems Eng Teams
CDR Leslie Quinn
04C3

Reserve Coordination
vacant
04C4

SIR
ILS Groom Support

SIR
Admin assist

SSC SD
Bob Stephenson

ILS Groom Teams
CDR Bill Leahy

SSC Chas
three staff

FLT/customer relations/ILS Groom
AWCM Perry

Darlington
prime contractor

ETC McGinnis
PG Oct02

Cust Issues/CASREP reporting
Sinnock
Medina/Arigo

SIR
CASREP report

CASREP expediting
Jacki Thaler

1

Customer Support (04C) Products and Services

❒ **FSET** – **Deployed and OCONUS stationed engineers**

❒ **Consolidated ISEA** – **Consolidated for standardization and efficiency.**

❒ **CASREP Analysis/Data Base** – **Watching and reporting, centralized and accessible.**

❒ **System Readiness Reviews** – **Detailed internal review of programs with readiness issues.**

❒ **Fleet Readiness Initiatives** – **CFIRM, TMA/TMI.**

❒ **ILS Grooms** – **Post installation ILS product delivery assist**

❒ **Distance Support** – **Reaching out to provide help.**

1

Integrated Logistic Support Groom

- **Ensure ILS Product Availability for Deployment**
- **Conducted by SPAWAR Reservists**
- **Team of 2, ½ day per ship**
- **Performed post CNO Avail 3-6 months prior to deployment**

A "No-Fault" Assessment

1

ILS Groom (Cont'd)

- **ILS Products Checked:**
  - **Planned Maintenance**
  - **Technical Manuals**
  - **APLs**
  - **Material support (ULSS, Interim Spares, OBRPs, Maintenance Kits)**
- **Correction of deficiencies are a priority**
  - **150 – 200 Discrepancies per BG**
  - **Before the team leaves the ship - 41% GW BG**
  - **Goal before ship deploys - 100%**

Lincoln BG Groom Status
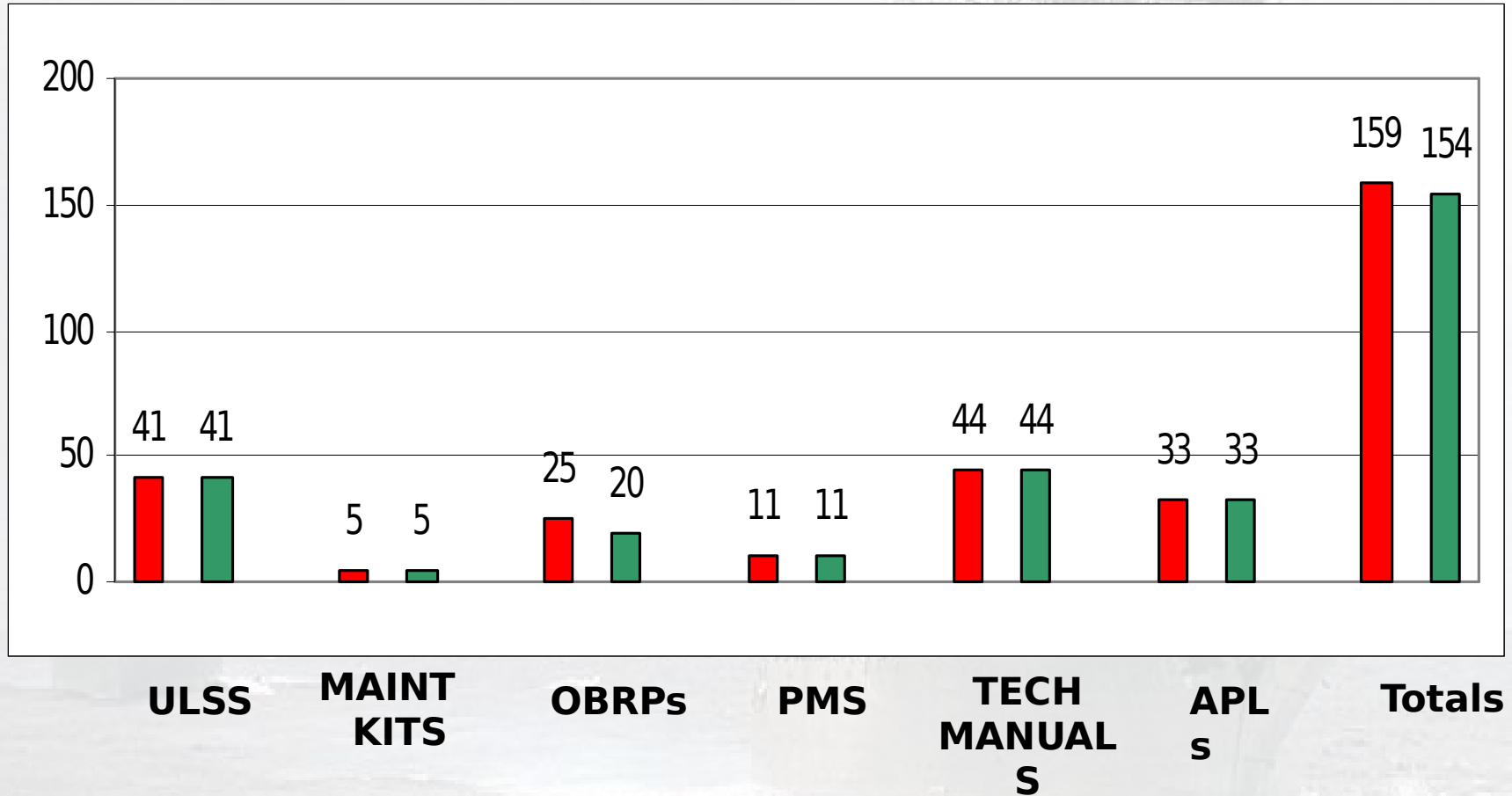
97%

As of: 20 Aug

GW BG Groom Status

98%

As of: 20 Aug 02

1
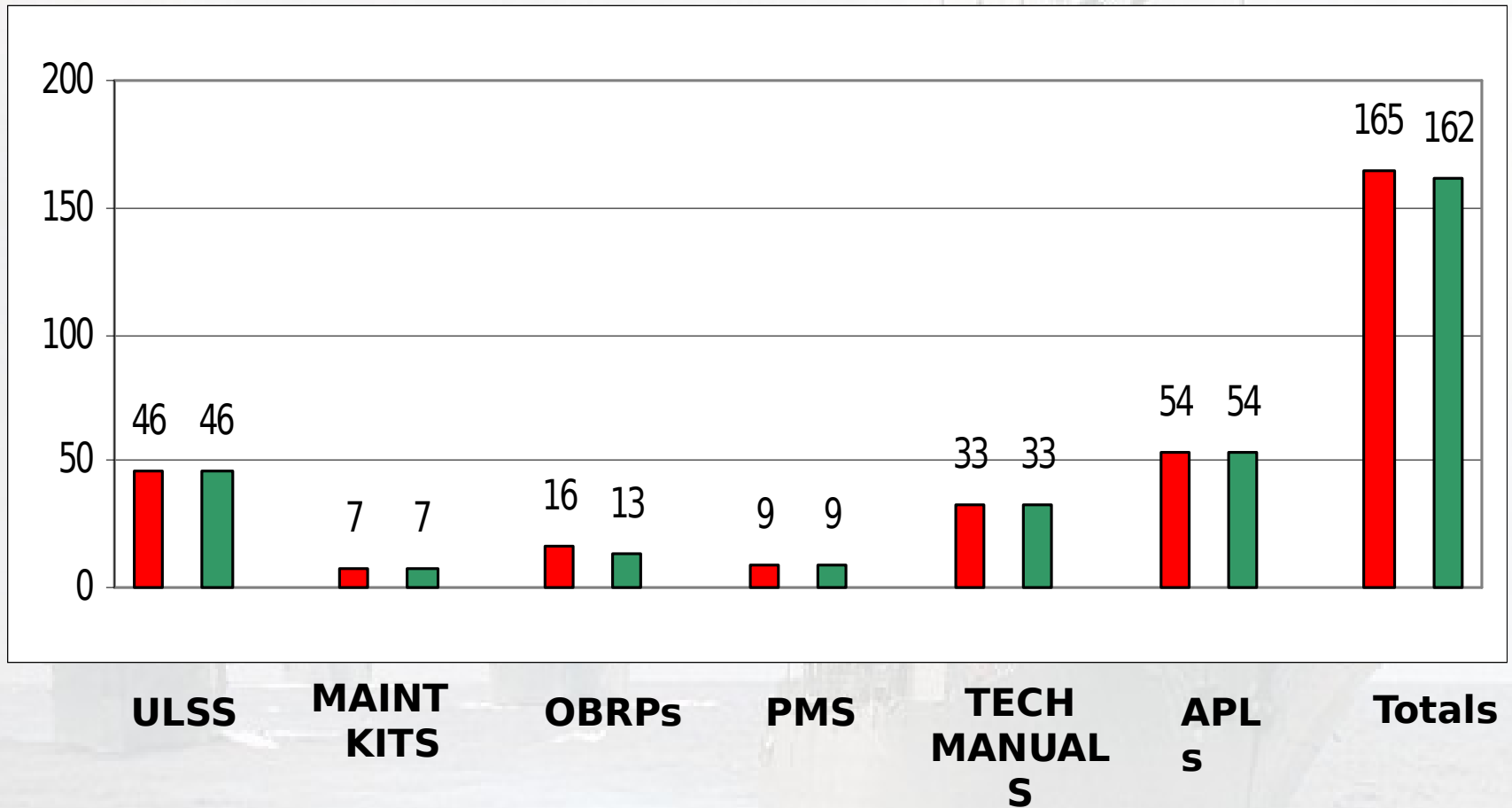
Additional Information

Consolidated In Service Engineering Activity (C-ISEA)

- **Consolidated In-Service Engineering Agent (CISEA)**
  - Functional Consolidation within/across System Centers
  - Post Installation Support
    - Fleet Engineering, Help Desk, Maintenance Engineering Support, Performance/Data Analysis, Repair Facilities, Life Cycle Test Support
  - Common funding for common tasks

SPAWAR System Centers *

SSC San Diego	**SSC Charleston**	**SSC Norfolk**
ADNS	BFEM	*Software Support*
ATHENA	DWTS	
BG SATCOM	JMINI	ATOSPLUS
DWTS	GBS	MICRO OMMS
GBS	INMARSAT	MICRO SFM
INMARSAT	DAMA	NALC IMA (OPT)
METOC	SHF	NALC OOMA (WS APP)
SHF	CRYPTO	NTCSS II
TSS	NAVMACS	OMMS NG
TV-DTS	GCCS-M	R-ADM
WSC-3	HF	R-SUPPLY I & II
	ISNS	

* Representative Listing of systems supported by each System Center. Not an all inclusive list.

Navy Anchor Desk Website Portal

http://www.anchordesk.navy.mil/

SPAWAR Distance Support Help Desk Home Page

http://www.support.spawar.navy.mil/
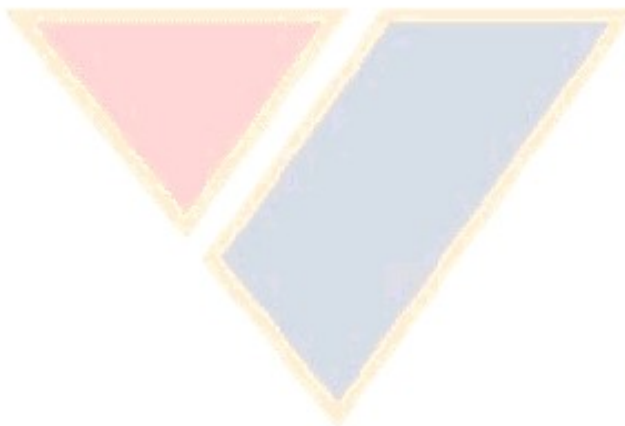
One Entry Point for all SPAWAR Technical and Logistics Requests

SPAWAR Distance Support Web Site Options

Trouble Ticket Page

Self Help Page

Distance Support
SPAWAR Linked to NICC

FTSC

MSG
Phone
E-Mail
Web

SPAWAR is integrated under the Umbrella of the NAVSEA Distance Support Architecture

a world of support at your fingertips
Distance Support

Anchor Desk
I need to . . .

Talk to Someone Now
Click to find out how to reach the Navy's Integrated Call
Center by phone, by email or Naval message.

Access the Portal
Click to access the Portal. Your window to a world of support.

Submit a Request
Click to submit an online distance support request.
Any question. Any subject.

Use Collaboration Tools
Click to learn about collaboration tools NetMeeting® and Sametime Chat®

Learn About Distance Support
Click to gain access to: Metrics, Request Forms, Training Material,
Project Documentation, PDA Applets, Discussion Area and Collaboratorium.

Search
Looking for an Answer? Ask the Chief your question!
Search the Distance Support world using simple, plain English questions.

Provide Feedback
Provide feedback related to the Distance Support Portal.

Text Only

Web
Remedy

Phone

SPAWAR Corporate DS Help Desk Web Page/Server

- Trends
- Metrics

Other Source of Support Agencies

SSC San Di...   **SSC Norfolk**   **SSC Charlest...**   **ITC New Orleans**

PMW Help Desks and Websites

2.

SPAWAR CASREP Process

- **Response**
  - **Parts**
  - **Distance Support**
  - **Tech Assist**
- **Tracking**
  - **Status**
  - **CASCOR analysis**
- **Reporting**
  - **Weekly CINC briefings**

Our Mission is to Improve System Readiness

CASREP Action Response & Tracking System (CARTS)

SIPRNET: spawar.navy.smil.mil/casrep.nsf/main
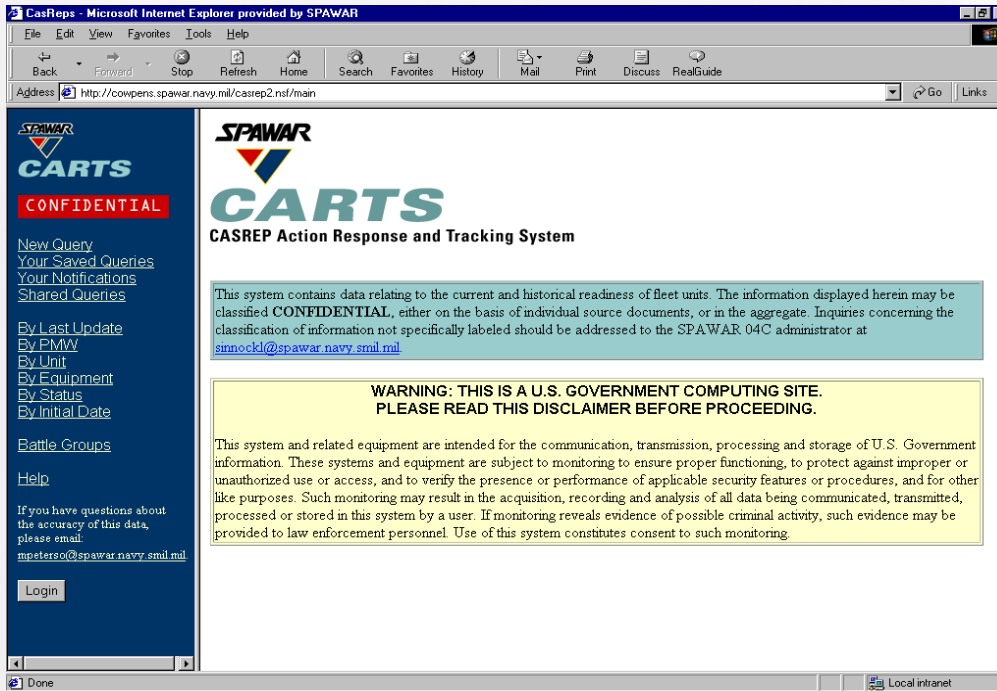
- **Source of CASREP Data for the SPAWAR Product Line.**
- **CASREPs from: USS, USNS, USCG, Shore Facilities, MIUW Vans.**
- **Listed by nomenclature vice EIC code.**
- **Tracks status of ongoing actions.**

SIPRNET:spawar.navy.smil.mil/

Relational Front End

casrep2.nsf/main

sort by
- **Equipment**
- **Ship**
- **Fleet**
- **Ship**
- **Shore**
- **Deployed**
- **Category**
- **CASREP Date**
- **CASCOR**

To register for edit permission, contact:
Larry Sinnock (619) 524-3398
Larry.Sinnock@navy.mil, or
sinnockl@spawar.navy.smil.mil

UNCLASSIFIED

SIPRNET:spawar.navy.smil. mil/ casrep.nsf/main

Selectable Data Fields

Direct Link to data base manager if you any questions about the accuracy of the data.

To register for edit permission, contact:
Larry Sinnock (619) 524-3398
Larry.Sinnock@navy.mil, or
sinnockl@spawar.navy.smil.mil

SPAWAR

Query Results

Updated Status from PMW's & ISEA's

QUERY REPORT - Microsoft Internet Explorer provided by SPAWAR

File   Edit   View   Favorites   Tools   Help

Back   Forward   Stop   Refresh   Home   Search   Favorites   History   Mail   Print   Discuss

Address http://www.spawar.navy.smil.mil/casrep.nsf/ReportQuery?OpenForm&Seq=1   Go   Links »

QUERY REPORT
05/06/2002 13:39

REPORT CRITERIA:
Maximum: *500*
Report Type: *CASREPs*
Command: *USS*
Originator: *SPAWAR*

Matching CASREPs: **175**

Unit	Equipment	CASREP#	ISEA/PMW Remarks	Action Taken Remarks
USS BONHOMME RICHARD	USQ-162	01072-1	03/14/2002 Derrick Francis: -FSD reports that SSC Charleston has forac.	03 JAN: NEED UPDATED STATUS. 21 NOV: REQ CONTINUED T/A FROM SSC SD. 06 NOV: REQ T/A FROM SSC SD.
USS BONHOMME RICHARD	WSC-8	01086-12	02/21/2002 Barbara Villafana: Ship has turned down SSC SD ISEA offer of a T/A. S/F have decided to wait until after their deployment. 02/14/2002 Barbara Villafana: EMO SENDING MSG W/SHIP AVAILABILITY 02/12/2002 Barbara Villafana: FTSCPAC turned over to SSC SD sent outgoing MSG 062019ZFEB02 for ship avail. 2/12/02 SSC SD preparing 2nd MSG to ship. 01/29/2002 Barbara Villafana: No Change 01/24/2002 Barbara Villafana: no change 01/17/2002 Barbara Villafana: 1/16/02 SSC SD emailed EMO REQ Status of Sys. 01/15/2002 Barbara Villafana: 01/08/02 Port antenna operational.	14 FEB: CANNOT SUPPORT EQPT. DOWN TIME REQUIRED TO CONTINUE UNDERWAY T/S. REQ T/A UPON RTP. 31 JAN: T/S CONTINUES. ECD UPDATED. 19 JAN: REQ CONTINUED DISTANT T/A FROM FTSCPAC. T/S IS ONGOING.16 JAN: REQ CONTINUED DISTANT SUPPORT FROM FTSCPAC DET SINGAPORE. UNABLE TO COMPLETE ADJUSTMENTS. 07 JAN: SYSTEM OPERATIONAL INPORT. T/S SOFTWARE ANOMALY. 2 JAN: DOWNGRADED. T/A FIXED BROKEN BRUSH BLOCK FOR A 2ND TIME. TRACKING SATELLITE, STILL NO DATA

Done   Internet

UNCLASSIFIED   **Larry Sinnock (619) 524-3398**   3

Message Traffic Links

Links to CASREP related message traffic:
- **Initial CASREP**
- **CASREP Updates**
- **ISEA Messages**
- **CASCOR's**

CASREP-Free time
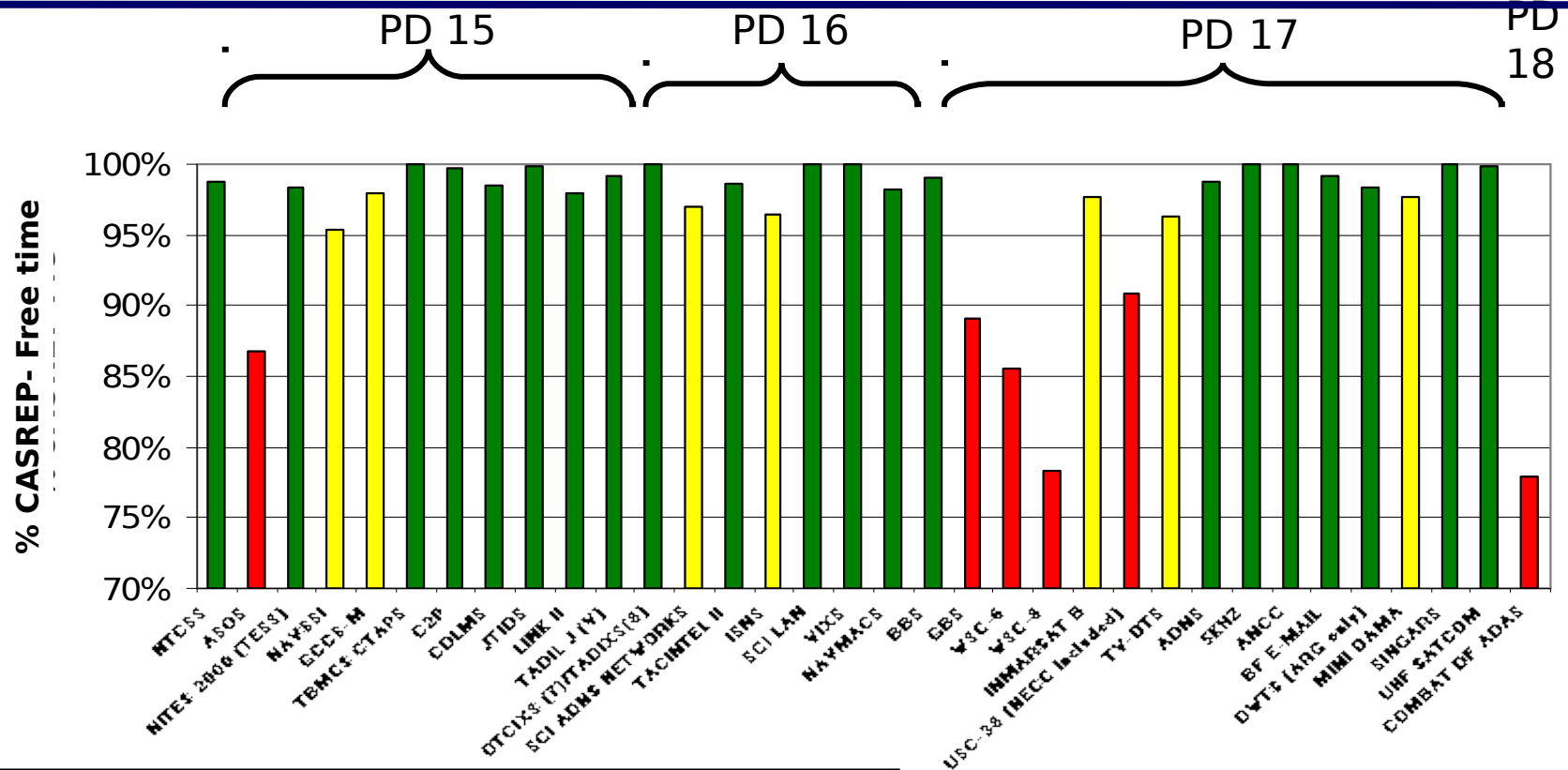
CASREP-Free Time normalized for number of installs
- Percent of time the average installed system is not CASREPed
  - Includes CASREP time when system is not down, e.g, open for spares, additional capability, or system still operational due to redundant capabilities.
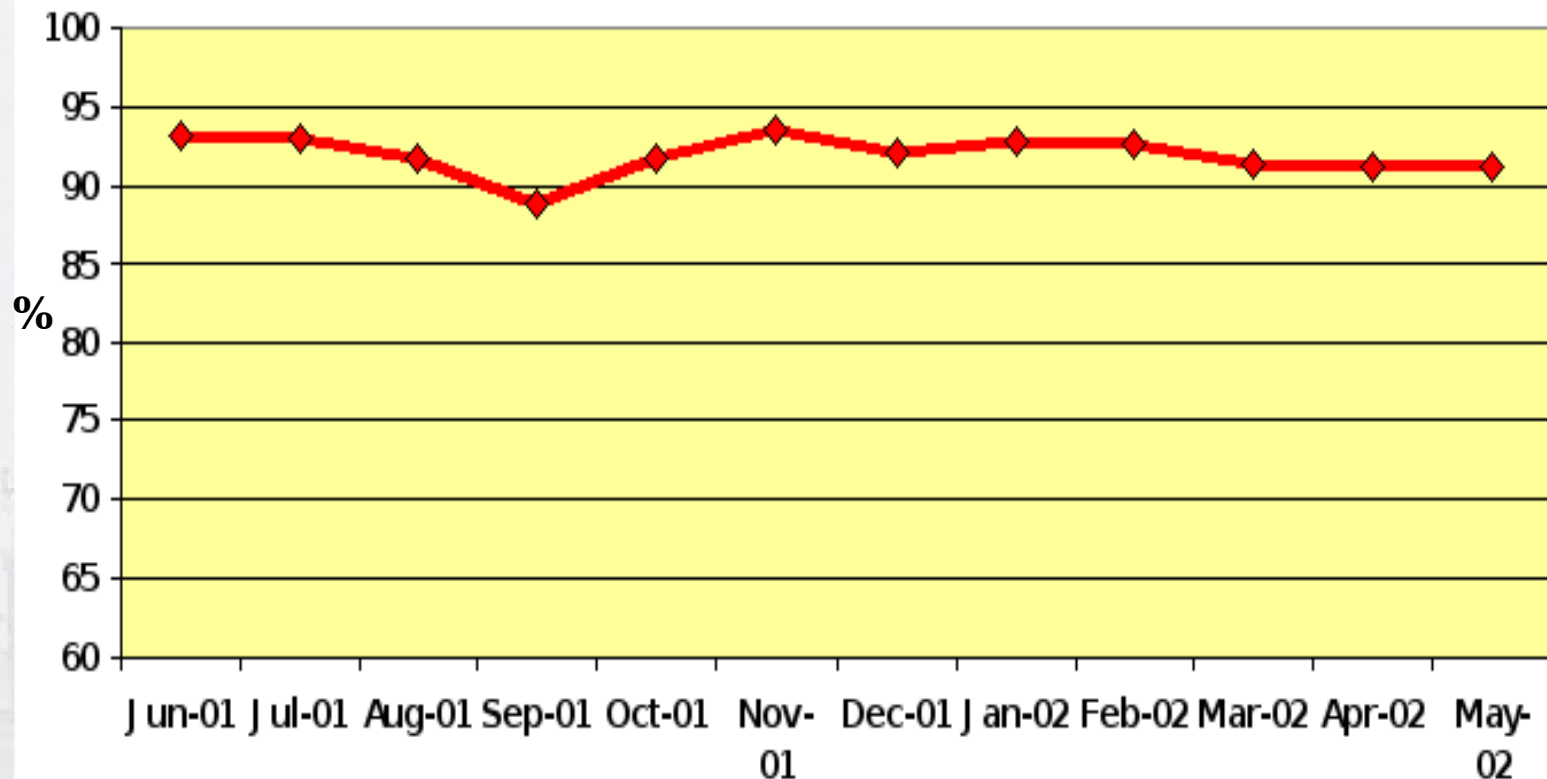 - Does not include down time not captured in CASREP's, e.g. troubleshooting, PMS

100 – 98%	=	**Green**
97.9 - 95%	=	
94.9% & Below	=	**R**

Data from 1 Feb 0 2 to 31 Jul

System Availability
1 June 01 – 31 May 02

USC-38 CASREP-Free

Overall Availability for reporting period is 91.7%

3

System Readiness Reviews

SPAWAR

NTCSS Average Time to CASCOR

System	CASREPS	Avg to CASCOR	# Systems fielded (Afloat)	Failure R
NTCSS	46	21.3 days	256	18 %
mo.				

- **Time to CASCOR ranged from 1 to 100 days**
- **Average Time to CASCOR = 21.3 days**
- **Mean Time to CASCOR = 9 days**

Previous SRR

System	CASREPS	Avg to CASCOR	# Systems fielded (Afloat)	Failure R
NTCSS	51	20 days	256	20 %/
mo.				

- **Time to CASCOR ranged from 1 to 79 days**
- **Average Time to CASCOR = 20 days**

3